

STATE OF CALIFORNIA
Budget Change Proposal - Cover Sheet
DF-46 (REV 08/15)

Fiscal Year 2016-17	Business Unit 1111	Department Consumer Affairs	Priority No. 02
Budget Request Name 1111-002-BCP-BR-2016-GB		Program 1405 - BUREAU OF SECURITY & INVESTIGATIVE SERVICES	Subprogram 1405019 - PRIVATE SECURITY SVCS PROGRAM 1405020 - PRIVATE INVESTIGATORS PROGRAM

Budget Request Description
Licensing Staff Augmentation

Budget Request Summary

The Bureau of Security and Investigative Services (Bureau) is requesting 1.0 permanent Program Technicians II (PT II) and 1.0 permanent Staff Services Analyst (SSA) in FY 2016-17 and ongoing as well as a budget augmentation of \$166,000 in FY 2016-17, \$150,000 in FY 2017-18, and \$72,000 in FY 2018-19 and ongoing in its Private Security Services Fund (0239). Additionally, the Bureau is requesting 1.0 permanent PT II and associated costs of \$79,000 in FY 2016-17 and \$71,000 in FY 2017-18 and ongoing in its Private Investigator Fund (0769). Currently, each fund lacks the sufficient staffing level needed in its Licensing Unit to adequately carry out license processes in a timely manner. This request is to support the continual growth in the Bureaus licensing population.

Requires Legislation <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Code Section(s) to be Added/Amended/Repealed	
Does this BCP contain information technology (IT) components? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <i>If yes, departmental Chief Information Officer must sign.</i>	Department CIO	Date
For IT requests, specify the date a Special Project Report (SPR) or Feasibility Study Report (FSR) was approved by the Department of Technology, or previously by the Department of Finance. <input type="checkbox"/> FSR <input type="checkbox"/> SPR Project No. Date:		

If proposal affects another department, does other department concur with proposal? ☐ Yes ☐ No
Attach comments of affected department, signed and dated by the department director or designee.

Prepared By <i>Laura Alarcon</i>	Date <i>12/4/15</i>	Reviewed By <i>Karen Munk</i>	Date <i>12/4/15</i>
Department Director <i>Laura Alarcon</i>	Date <i>12.9.2015</i>	Agency Secretary <i>Q. Q. Podesta</i>	Date <i>12/15/15</i>

Department of Finance Use Only

Additional Review: ☐ Capital Outlay ☐ ITCU ☐ FSCU ☐ OSAE ☐ CALSTARS ☐ Dept. of Technology

BCP Type: ☐ Policy ☐ Workload Budget per Government Code 13308.05

PPBA Original signed by <i>Jeff Carosone</i>	Date submitted to the Legislature <i>1-7-16</i>
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DEPARTMENT OF FINANCE
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BCP Fiscal Detail Sheet

BCP Title: Bureau of Security and Investigative Services: Licensing Staff Augmentation

DP Name: 1111-042-BCP-DP-2016-GB

Budget Request Summary

	FY16					
	CY	BY	BY+1	BY+2	BY+3	BY+4
Positions - Permanent	0.0	3.0	3.0	3.0	3.0	3.0
Total Positions	0.0	3.0	3.0	3.0	3.0	3.0
Salaries and Wages						
Earnings - Permanent	0	123	123	77	77	77
Total Salaries and Wages	\$0	\$123	\$123	\$77	\$77	\$77
Total Staff Benefits	0	81	81	52	52	52
Total Personal Services	\$0	\$204	\$204	\$129	\$129	\$129
Operating Expenses and Equipment						
5301 - General Expense	0	5	5	4	4	4
5302 - Printing	0	2	2	2	2	2
5304 - Communications	0	4	4	2	2	2
5306 - Postage	0	2	2	2	2	2
5322 - Training	0	2	2	2	2	2
5344 - Consolidated Data Centers	0	2	2	2	2	2
5368 - Non-Capital Asset Purchases - Equipment	0	24	0	0	0	0
Total Operating Expenses and Equipment	\$0	\$41	\$17	\$14	\$14	\$14
Total Budget Request	\$0	\$245	\$221	\$143	\$143	\$143

Fund Summary

Fund Source - State Operations						
0239 - Private Security Services Fund	0	166	150	72	72	72
0769 - Private Investigator Fund	0	79	71	71	71	71
Total State Operations Expenditures	\$0	\$245	\$221	\$143	\$143	\$143
Total All Funds	\$0	\$245	\$221	\$143	\$143	\$143

Program Summary

Program Funding						
1405019 - Bureau of Security and Investigative Services, Private Security Svcs	0	166	150	72	72	72
Program - Support						
1405020 - Private Investigators Program	0	79	71	71	71	71

Personal Services Details

Positions	Salary Information			CY	BY	BY+1	BY+2	BY+3	BY+4
	Min	Mid	Max						
9928 - Program Techn II (Eff. 07-01-2016)				0.0	3.0	3.0	3.0	3.0	3.0
Total Positions				0.0	3.0	3.0	3.0	3.0	3.0
Salaries and Wages	CY	BY	BY+1	BY+2	BY+3	BY+4			
9928 - Program Techn II (Eff. 07-01-2016)	0	123	116	116	116	116			
Total Salaries and Wages	\$0	\$123	\$123	\$77	\$77	\$77			
Staff Benefits									
5150350 - Health Insurance	0	37	37	24	24	24			
5150500 - OASDI	0	9	9	6	6	6			
5150600 - Retirement - General	0	31	31	20	20	20			
5150800 - Workers' Compensation	0	4	4	2	2	2			
Total Staff Benefits	\$0	\$81	\$81	\$52	\$52	\$52			
Total Personal Services	\$0	\$204	\$204	\$129	\$129	\$129			

A. Budget Request Summary

Private Security Services (PSS) Fund: The Bureau's license population has increased approximately 10% since fiscal year 2009-10 and continues to grow, which is resulting in the Bureau being unable to carry out its licensing activities timely and effectively with current staff resources. To address this operational need, the Bureau is requesting 1.0 permanent Program Technician II (PT II) and 1.0 permanent Staff Services Analyst (SSA) in FY 2016-17 and ongoing as well as a budget augmentation of \$166,000 in FY 2016-17, \$150,000 in FY 2017-18, and \$72,000 in FY 2018-19 and ongoing in its Private Security Services Fund (0239).

The increase in staff is needed for the Bureau to process license applications and other licensing documents timely. This will ensure that the livelihood of Bureau applicants and licensees is not impacted. Also, this proposal supports adequate quality control reviews to promote accurate licensing determinations to protect California consumers and support public safety.

Private Investigator (PI) Fund: The Bureau is also requesting 1.0 permanent PT II and associated costs of \$79,000 in FY 2016-17 and \$71,000 in FY 2017-18 and ongoing in its PI Fund (0769) to process PI initial and renewal applications and related activities as well as to provide general program support to PI applicants and licensees.

B. Background/History

Bureau Licensing Unit: In 1994, AB 3291 (Chapter 1285) repealed the Private Investigator Act and reorganized and re-enacted the provisions into two different acts, the Private Investigator Act and the Private Security Services Act. The bill also established two separate funds, the PI Fund and PSS Fund for the fees collected under the two acts.

The Bureau regulates seven professions that are governed by six chapters in the Business and Professions Code (B&P): Locksmiths (Chapter 8.5), Repossessors (Chapter 11), Private Investigator (Chapter 11.3), Proprietary Security Services (Chapter 11.4), Private Security Services and Training Facilities/Instructors (Chapter 11.5), and Alarm Companies (Chapter 11.8). The Bureau licenses, registers and certifies the businesses and their employees related to the six chapters. The Bureau reviews each applicant's fitness for licensure, inclusive of a criminal history background check by the California Department of Justice (DOJ) and the Federal Bureau of Investigation, and maintains an active enforcement process. A thorough review of all license applicants and ongoing enforcement monitoring of the Bureau's licensees and unlicensed private security activities helps to protect the public and consumers from unscrupulous individuals.

The Bureau strives to process "complete" initial and renewal company license applications within 45-60 days (excluding cashiering processing times). The Licensing Unit processes initial and renewal individual and company license applications. The Licensing Unit also issues various types of letters, including license application deficiency letters, notices of eligibility to sit for and passage of qualifying exams for company licenses, and company license issuance letters.

The Licensing Unit receives approximately 1,600 company license applications (inclusive of Qualified Manager applications for those Acts providing for separate applications) and 80,000 registrant license applications in a fiscal year. On average, the licensing unit processes approximately 10,000 documents (applications, name changes, address changes, baton permits, resubmits, etc.) monthly.

Company licenses -- PPO, PI, Alarm Company Operator, and Repossession Agency -- require the business owner or the qualified manager for the business to possess specified qualifying experience, which is to be certified by the applicant's or qualified manager's employer and is subject to independent verification by the Bureau. These independent verifications require a Bureau SSA to contact the individuals on the application who are attesting that the applicant performed the specified experience under their authority. The verification process is time consuming and complicated, but an essential part

Analysis of Problem

of ensuring that the individual seeking licensure does possess the requisite experience and is fit for licensure.

PSS Fund: The Bureau's Licensing Unit reviews initial and renewal license, registration, permit and certificate applications for the following PSS Program license types:

- Private Patrol Operators (PPO) and Security Guards;
- Proprietary Private Security Employers and their Proprietary Private Security Officers;
- Alarm Companies, Alarm Company Qualified Managers and Alarm Agents;
- Locksmith Companies and Locksmith Employees;
- Repossession Agencies, Repossession Agency Qualified Managers, and Repossession Agency Employees
- Firearm Training Facilities and Instructors (provide firearm training to specified license types eligible to possess a firearm while on duty);
- Baton Training Facilities and Instructors (provide training to security guards who carry batons while on duty).
- Exposed Firearm Permits for license types eligible to possess a firearm.
- Baton Permits for security guards
- Company Branch applications.

The PSS Program activities carried out by the Licensing Unit include:

- Approve trainers and schools to provide the Power to Arrest training for security guards and proprietary private patrol operators;
- Issuing various training manuals to PPO licensees, Power to Arrest approved trainers and firearm and baton training facilities (PPOs are authorized to issue the security guard skills training).
- Troubleshoot security guard applications submitted electronically;
- Troubleshoot criminal conviction reports where information does not align with application information;
- Process the various documents associated with licensees (name changes, address changes, requests for duplicate licenses, etc.);
- Approve badges, patches and insignias for repossession agencies and private patrol operators for use by employees; and
- Respond to approximately 500 licensing-related phone calls and 70 emails daily.

Approximately 80% of the guard applications received are through the Department's On-Line Professional Licensing (OLPL) system (average of 3,943 applications monthly received OLPL). Although the guard applicants enter the data into the OLPL, Licensing Unit staff must still touch many of these applications due to the various data entry errors by applicants; notably, when the data entered by the guard does not align with the guard data entered by the Live Scan operator (e.g., name variations or transpositions in social security numbers, dates of births and driver's license numbers). Between 15%-20% of the online guard applications must be manually processed by Licensing Unit staff to correct the exception item. The staff time involved to address the exception varies depending on whether the required action(s) involve simply manually linking the two data points to having to issue a deficiency letter to the applicant for follow-up information.

The complexities of the private security businesses, including entities that are comprised of a larger holding company system, has increased the Licensing Unit's workload and processing times. The application paperwork can be complex and time consuming to review. For example, the evaluation of a company application requires a review of the company information submitted and background checks for all the principles for corporations and LLCs actively involved in the management of the business. Another example is the requirement for all PPOs licensees and alarm company operators (ACO) licensees organized as limited liability companies to submit specified insurance documentation, which is a condition of continued maintenance of the license. The policy documents have ongoing and varied

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expiration dates, or they are not submitted as required and the Licensing Unit must constantly follow-up to ensure compliance with the statutory requirement.

Resource History (PSS Fund)

(Dollars in thousands)

Program Budget	PY - 4	PY - 3	PY - 2	PY - 1	PY
Authorized Expenditures	\$10,041	\$10,604	\$11,134	\$11,798	\$13,619
Actual Expenditures	\$9,354	\$10,307	\$10,447	\$10,862	\$11,147
Revenues	\$10,594	\$11,033	\$10,965	\$10,977	\$10,729
Authorized Positions	52.9	50.5	46.7	46.9	46.9
Filled Positions	47.4	47.5	44.5	44.3	45.3
Vacancies	5.5	3.0	2.4	2.6	1.6

Workload History (PSS Fund)

Workload Measure	PY - 4	PY - 3	PY - 2	PY - 1	PY	CY
Applications Received	90,623	88,455	80,516	78,487	78,482	84,500
Company Apps Received	1,370	1,254	1,104	1,118	1,691	1,284
Applications Issued	63,433	76,071	74,230	71,405	73,547	74,634
Applications Backlogged	2,806	2,541	2,402	2,407	2,910	2,613
License Renewals	106,667	103,388	107,109	113,835	109,823	35,811
Name & Address Changes	38,793	41,485	46,264	47,196	48,167	24,806
Calls Received	119,867	174,473	174,488	198,009	130,574	142,487
Emails Received	7,162	8,629	11,160	14,267	17,406	20,983

PI Fund: The Bureau's Licensing Unit processes the following PI-related activities;

- Initial and renewal PI license applications,
- Exposed Firearm Permits applications for PI licensees;
- PI Company Branch applications;
- Troubleshoot criminal conviction reports for PIs where information does not align with application information;
- Process the various documents associated with PI licensees (name changes, address changes, requests for duplicate licenses, etc.); and
- Respond to approximately 20 licensing-related phone calls and 15 emails daily.

The complexities of the PI businesses has increased the Licensing Unit's workload and processing times. The paperwork can be complex and time consuming to review. For example, the evaluation of a company application requires a review of the company information submitted and background checks for all the principles for corporations and LLCs actively involved in the management of the business. Another example is the requirement for all PI licensees organized as limited liability companies to submit specified insurance documentation, which is a condition of continued maintenance of the license. The policy documents have ongoing and varied expiration dates, or they are not submitted as required and the Licensing Unit must constantly follow-up to ensure compliance with the statutory requirement.

Additionally, the experience requirement for licensure as a PI are complex, vary depending on whether the applicant is seeking qualification solely through experience or a combination of experience and an educational degree. Furthermore, the law specifies four different types of qualifying experience which

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must be carried out through seven specified employment scenarios with the employment experience attested to by the individual who directly oversaw the PI applicant's work.

Resource History (PI Fund)

(Dollars in thousands)

Program Budget	PY - 4	PY - 3	PY - 2	PY - 1	PY
Authorized Expenditures	\$893	\$655	\$647	\$662	\$735
Actual Expenditures	\$825	\$595	\$599	\$626	\$726
Revenues	\$728	\$778	\$708	\$823	\$630
Authorized Positions	4	4	3	3	3
Filled Positions	3.2	2.5	3	3	3
Vacancies	.8	1.5	0	0	0

Workload History (PI Fund)

Workload Measure	PY - 4	PY - 3	PY - 2	PY - 1	PY	CY
Applications Received	792	659	670	497	407	544
Applications Issued	491	466	445	366	309	415
Applications Backlogged	79	74	75	90	87	81
License Renewals	4,440	4,746	4,409	4,362	4,530	4,497
Name & Address Changes	1,283	1,431	1,460	1,490	1,445	1,352
Calls Received	5,234	5,397	6,124	4,038	3,917	4,942
Emails Received	267	345	441	538	522	352

C. State Level Considerations

The Department of Consumer Affairs (Department) was established to protect consumer interest through the licensing and regulation of specific professions, occupations and businesses. The Department's mission is to protect and serve California consumers while ensuring a competent and fair marketplace. The Bureau is a consumer protection agency within the Department, with a statutory mandate to regulate the private security professions and to protect public welfare. The Bureau has a responsibility and the authority to ensure that only qualified persons are allowed to be part of the private security professions to promote consumer protection and public safety, and to carry out its licensing duties timely and effectively to support a robust professional private security-related marketplace.

D. Justification

The Licensing Unit is fundamental to the Bureau's mission of protecting the public safety of Californians by ensuring individuals obtaining licensure meet the standards established in law. Failing to issue licenses timely negatively impacts applicants' livelihood and the marketplace of California's private security-related businesses. It also could unintentionally promote unlicensed activity which would compromise public safety. However, the growing number of applicants and licensees is impacting the Bureau's ability to carry out its licensing activities effectively and timely.

The Bureau has one of the largest licensee-to-staff ratios (about 8,000 licensees per employee) of the Department's boards and bureaus. As comparison, the Board of Barbering and Cosmetology has about 577,000 licensees and 82 employees (7,033 licensees per employee), and the Board of Registered Nursing has about 519,000 licensees and 129 employees (4,022 licensees per employee). (It should be noted that the Barbering and Cosmetology license applicants are not required to undergo criminal history background checks, which is a significant additional workload for the Bureau.) The

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Department's boards' and bureaus' overall average licensee to employee ratio is about 1,500 licensees to employees.

The Bureau strives to maintain processing times of four to six weeks in all licensing activity areas, notably initial applications. However, due to the growing number of applications received, over the past four fiscal years processing times have been repeatedly around six to eight weeks, with some application types running longer.

The Bureau has continually addressed backlogs in initial license applications (a backlogged application is a "complete" application over 60 days old) by utilizing paid overtime, compensatory overtime, redirection of staff from other units, utilizing permanent intermittent employees and coordinating with the Department's Consumer Information Center to help cover phones for days at a time. While these efforts help alleviate the backlog for a short period, they resulted in backlogs in other licensing processing activities. The continued use of redirected resources and relying on temporary to help maintain reasonable application processing times is not sustainable or a viable permanent solution.

In FY 2014-15 Licensing staff processed over 88,000 licensing-related documents (initial paper applications, renewal applications, name changes, address changes, duplicate license requests, etc.). The number of applications pending, other documents that are backlogged two to three months (i.e., name/address changes, baton permits, duplicate license requests, etc.), and phone calls received and abandoned as a result of the caller not being able to speak with a live person in a timely manner, are clear indicators of the need for additional permanent Program Technician staff.

The Bureau anticipates that BreEZe will help with the licensing workload, but it will not fully mitigate the need for additional staff for several reasons:

- Approximately 15% of security guard applicants (about 11,000 annually) currently apply for initial licensure via paper applications instead of the OLPL system (lack of ability to make credit card, personal preference, etc.). The Bureau believes this percentage will continue for guard applicants when on BreEZe as well as for locksmith employee and alarm company employee applicants (approximately 4,700 applications)
- The complexity of company and qualified manager license applications (qualified manager relationships, needed principal information, corporate/LLC filing documents, insurance requirements, etc.) requires that Bureau staff continue to enter the application data to appropriately build the entity in the BreEZe system (applicant will provide cursory data to build the profile account and will upload a scanned copy of the application). Building the company profile in BreEZe requires more time than the data entry activities currently required in the Legacy systems.
- The need for instructor signature validations on the firearm permit applications and renewal applications requires that these applications be processed by Bureau staff.
- Repossession Agent applications will need to be processed by Bureau staff since, pursuant to the Collateral Recovery Practice Act, the "license" is the property of the Repossession Agency and not the employee.
- Given the unique nature of Bureau baton permits being issued by the Bureau-certified Baton Training Facility, Bureau staff will need to continue entering the licensing data from the training rosters received.
- Due to verification requirements needed for name changes, the data entry activities will continue to be processed by Bureau staff.
- Based on the current 20% error rate in online applications from security guards using OLPL, the Bureau anticipates an increased workload associated with addressing exception items and application deficiency issues related to alarm employee and locksmith employee applicants who will apply via BreEZe.
- Increased number of calls received during the first months of BreEZe implementation from applicants and licensees who need assistance with the new system.
- The Bureau's Licensing Unit having to assume cashiering activities currently handled by the Department's Central Cashiering Unit (CCU). This new workload will further impact staff's ability to process applications timely.

Analysis of Problem

To elaborate on the last bullet above, CCU currently is responsible for the cashiering of all Bureau application types: The functionality of BreEZe (e.g., security access issues) will necessitate that certain cashiering activities be transferred from the DCA Cashiering Office to the Bureau including but not limited to processing refunds, duplicate payments, dishonored checks and misapplied payments. The processing times to carry out these activities in BreEZe are longer than in the current Legacy system, in some cases estimated three times longer.

This proposal aligns with the Bureau's mission to protect and serve the public and consumers while ensuring a competent and fair private security marketplace. This proposal also aligns with the Bureau's Licensing Strategic Goal to enhance and improve the Bureau's licensing processes by maintaining reasonable application timelines, creating efficiencies and focusing on customer satisfaction. Lastly, this proposal brings the Bureau's PI Licensing Activities into compliance with the PI Acts revenue and expenditure requirements.

PSS Fund

Program Technicians

This proposal requests 1.0 full-time PT II position and the associated operating expenses to support the position needed to address the increasing PSS licensing work. This position would process the documents that will continue to need to be keyed by Bureau staff (company applications, qualified manager applications, firearm permits, name changes, etc.). Adding the requested permanent position to the Bureau's PSS Licensing Unit is integral to the Bureau carrying out its licensing activities effectively and timely. This staff increase would also allow the Bureau to bring its application processing time back down to its goal of four to six weeks.

Staff Services Analyst

This proposal requests 1.0 permanent SSA as well as two-years of funding to support the position.

The requested permanent SSA position would carry out random audits of initial security guard applicants and initial and renewal firearm permit applicants to verify completion of required training. These audits would entail contacting the licensee or training facility and/or instructor that allegedly provided the training to confirm that the applicant did, in fact, complete the required training. The level of knowledge and skill sets required of the individual must be at a level that he/she can readily detect covert or fraudulent efforts to falsify information.

Given that security guards, including armed guards, work in close proximity with the public in numerous settings, it is essential that they have completed the required training. Adequate reviews of license applications to ensure required training requirements are met are essential to the Bureau's mission of consumer protection and public safety. However, the growing licensing workload is impacting licensing staff's ability to carry out these critical independent verifications. There are about 280,000 security guards and 45,000 Firearms Permits, with approximately 36,000 of the permits issued to guards. As a condition for a security guard registration, the applicant must have completed Power to Arrest Training. As a condition for an initial Firearms Permit, the applicant must have completed a firearms training course from a Bureau-certified firearm training facility and instructor. The Firearms Permit is valid for two years and the conditions for renewal are the successful completion of four firearm range qualifications in the preceding two years.

Additionally, the SSA would assist with processing the cashiering activities moving from the Cashiering Office to the Bureau relating refunds, duplicate payments, dishonored checks and misapplied payments. Currently, this workload is deemed to be temporary. Once BreEZe comes on-line, it is assumed that the workload in the CCU will be reduced. However, the Bureau will reassess the workload in the next few years and if the workload remains steady, the Bureau will seek additional resources.

Analysis of Problem

PI Fund

This proposal requests one 1.0 PT II and the associated operating expenses to carry out PI licensing activities (Initial License Applications, License Renewals, Company and Personal Name Changes, Address Changes, Branch Office Applications, Fictitious Name Permit Applications, Initial Firearm Permit Applications and Duplicate License Requests).

Given the complexity of the PI license experience requirement as well as the multiple patterns by which the requirement can be met, application audits to verify the stated experience are essential.

E. Outcomes and Accountability

PSS Fund: The success and accountability of this proposal will be measured by the licensing staff's ability to maintain reasonable processing times in all licensing activity areas, notably between four to six weeks for complete (non-deficient) applications.

Projected Outcomes (PSS Fund)

Workload Measure	PY	CY	BY
Applications Received	78,482	84,500	85,526
Company Apps Received	1,691	1,284	1,215
Applications Issued	73,547	74,634	76,829
Applications Backlogged	2,910	2,613	3,087
License Renewals	117,202	120,718	124,340
Name & Address Changes	48,167	24,806	10,868
Calls Received	130,574	142,487	138,526
Emails Received	17,406	20,983	18,466

PI Fund: The success and accountability of this proposal will be measured by the licensing staff's ability to maintain reasonable processing times for PI applications and related licensing documents, notably no more than six weeks for complete (non-deficient) applications.

Projected Outcomes (PI Fund)

Workload Measure	PY	CY	BY
Applications Received	407	544	479
Applications Issued	309	415	422
Applications Backlogged	90	93	95
License Renewals	4,786	4,930	5,077
Name & Address Changes	1,445	1,352	1,393
Calls Received	4,038	4,159	4,284
Emails Received	538	554	571

F. Analysis of All Feasible Alternatives

PSS Fund:

Alternative 1:

Augment the Licensing Unit by 1.0 permanent Program Technicians II (PT II) and 1.0 permanent Staff Services Analyst (SSA) in FY 2016-17 and ongoing as well as a budget augmentation of \$166,000 in FY 2016-17, \$150,000 in FY 2017-18, and \$72,000 in FY 2018-19 to process the increasing volume of applications, assume new cashiering responsibilities, carry out adequate application compliance audits, and process the increased number of applicant data-entry issues.

PRO:

- The additional positions will provide the Bureau with the needed resources to adequately carry out its licensing activities.
- The additional positions will also help the Bureau to better handle the number of calls from applicants and licensees, which will significantly improve the Bureau's customer service overall.
- Timely processing of applications will enable individuals and businesses to begin working sooner.
- Promotes the Bureau's efforts in making appropriate licensing determinations, which promotes public safety and consumer protection.
- Enhances the Bureau's ability to root out false information provided on applications.
- Timely and adequate licensing decisions support the Bureau's mission to protect consumers while ensuring a competent and fair private security marketplace.
- Enables the Bureau to address the increased Cashiering workload that will result with transition to BreEZe.
- Sufficient staff to adequately align with the workload will enhance staff morale and help minimize staff turnover.

CON:

- The hiring of additional staff will increase program expenditures; however, the Bureau has sufficient fund reserves at this time.

Alternative 2:

Augment the Licensing Unit by 1.0 2-year limited term PT II position and a 1.0 2-year limited term Staff Services Analyst and \$166,000 in FY 2016/17 and \$150,000 in FY 2017/18 to process the increasing licensing workload.

PRO:

- Provides a temporary relief in the backlog.
- Provides a temporary relief to the high turnover of licensing staff.
- Address the increased Cashiering workload associated with BreEZe.

CON:

- Fails to address the key issue of aligning the number of staff with growing licensing workload needs.
- The benefits derived from the additional staff – enhanced consumer protection and public safety, promoting appropriate licensing determinations, and greater ability to root out false information on applications – would only be for a two-year period.
- Does not support the Bureau's mission to protect consumers and provide a competent and fair private security

Analysis of Problem

- Difficult to recruit staff for limited term positions.

Alternative 3:

Augment the Licensing Unit by 1.0 PT II position and \$79,000 in FY 2016/17 and \$71,000 in FY 2017-18 and ongoing to process the increasing licensing workload.

PRO:

- Provides the Bureau with additional staff resources to process applications.
- Less impact to the Bureau's Budget.

CON:

- Does not address the new cashiering workload associated with BreEZe
- Negatively impacts Bureau's ability to root out false information provided on applications.
- Negatively impacts the Bureau's abilities to make appropriate licensing determinations, which promotes public safety and consumer protection.
- Fails to support the Bureau's mission.

Alternative 4:

Retain the status quo.

PRO:

No impact on the Bureau's budget.

CON:

- Delays in issuing and renewing licenses, due to insufficient staff, impacts applicants who wish to enter the private security profession, as well as consumers who may be harmed by unlicensed activity.
- Does not address the new cashiering workload associated with BreEZe
- Negatively impacts Bureau's ability to root out false information provided on applications.
- Negatively impacts the Bureau's abilities to make appropriate licensing determinations, which promotes public safety and consumer protection.
- Fails to support the Bureau's mission.

PI Fund:

Alternative 1:

Augment the PI Budget to support 1.0 PT II position in and \$79,000 in FY 2016/17 and \$71,000 in FY 2017/18 and ongoing to process PI license applications and other licensing-related documents.

PRO:

- This proposal aligns PI Program activities with PI Budget expenditures.

CON:

None

Alternative 2:

Augment the PI Budget to support 1.0 2-year limited-term PT II and \$79,000 in FY 2016/17 and \$71,000 in FY 2017/18 to process PI license applications and other licensing-related documents.

Analysis of Problem

PRO:

This alternative would provide the Bureau with temporary relief.

CON:

This alternative only temporarily provides the PI Program with staffing to support the Bureau's ongoing licensee workload needs.

Alternative 3:

Augment the PI temporarily help blanket authority by \$25,000 to fund a 1.0 PT II Retired annuitant in FY 16/17 and ongoing.

PRO:

This alternative would provide the Bureau with temporary relief.

CON:

This alternative would only temporarily address the PI Program's staffing needs to support its licensing workload.

Alternative 4:

Retain the status quo.

PRO:

There would be no cost the state.

CON:

This is not a viable or reasonable option. This alternative would not provide any needed resources to support PI Program licensing activities.

G. Implementation Plan

PSS Fund:

05/1/2016	Advertise for vacant positions.
06/1/2016	Recruit and obtain eligibility verification and hire approval from Human Resources.
07/1/2016	Start date of new staff hired.

PI Fund:

05/1/2016	Advertise for PT II.
06/1/2016	Recruit and obtain eligibility verification and hire approval from Human Resources.
07/1/2016	Start date of new PT II.

H. Supplemental Information

None

I. Recommendation

PSS Fund: Approve Alternative 1. This is recommended as the only feasible solution to address the existing and anticipated workload, therefore eliminating backlogs and increasing customer service to the public and licensees.

PI Fund: Approve Alternative 1. This is recommended as the only feasible solution to address the PI Program's existing licensee activities and workload.